Job Title: Support Services Manager

Department: Police

Immediate

Supervisor: Chief of Police

Origination Date:	07/10/2007
Revision Date:	07/01/2012
Job Grade	611
FLSA Status	Exempt

BRIEF DESCRIPTION OF THE JOB:

Position functions as a civilian member of the Police Executive Team, providing leadership and management to assigned Divisions. Works in concert with Bureau Commanders to in guiding and recommending appropriate policy and department direction to the Chief of Police. Directs, coordinates, supervises, and evaluates the work of staff division who provide support services to the Police Department.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Leads the support services functions of the Department by performing complex administrative and managerial functions including planning, organizing, monitoring, evaluating and coordinating the efforts of subordinate supervisors and personnel.
2	S	Develops and administers department budget by approving expenditures at department level; signing check requests; monitoring expenditures; leading senior staff in prioritization of budget requests; submitting annual budget documents; participating in budget meetings with City staff; and serving as department Budget Liaison. Recommends approval or denial of special budget requests to the Chief of Police.
3	S	Oversees and conducts analysis to evaluate the efficiency and effectiveness of the Police Department. Formulates plans, develops forecasts and makes recommendations to strategically position the department to meet current and future needs. Responsible for developing, directing and implementing administrative, strategic and tactical crime analysis which includes the analysis of criminal and crime information on a regular basis. Works to determine patterns of crime and criminal activities and relationships. Work involves extensive reading, data analyses, and development of hypothetical links between criminals and crime groups, determining crime rates and patterns and provision of monthly statistics to track patterns of crime in the City.

	Physical Strength Code	ESSENTIAL FUNCTIONS
4	S	Provides assistance to Chief of Police and Police Staff by managing special projects and proposals. Manages and facilitates projects of an operational and strategic nature, including conducting departmental process analysis, and performing time and efficiency analysis and training for departmental activities. Project Management also provided for the coordination and facilitation of Police Department and Citywide special events, including but not limited to, departmental meetings and annual awards ceremonies for Police and the City.
5	S	Leads and facilitates the annual updates of the Police Department Strategic Plan, Annual Report, and Performance Measurement efforts. Plans and implements division goals and objectives through this facilitation.
6	S	Develops, through consultation with the Chief of Police and Police supervisors, the Department's grant funding strategy. Works with City Grants Coordinator to identifies grant funding opportunities, assess their potential for enhancing the Police resources, and work with users to write grant and seek approval through the City's grant stakeholders process.
7	S	Manages the operations and activities of the Records Division, as the Custdian of Police Records through a Records Administrator (lead) and Records Technicians/Analysts. Ensures compliance with Federal/State/Local Records Guidelines including redaction and release. Subject to subpoena to testify to the integrity of records storage and release.
8	S	Manages the operations of administrative support, both functions and personnel, in order to maintain effective and efficient support functions such as administering the Police Fleet, acting a liaison to ITS and Facilities, managing payroll, human resources, general administrative support, and quartermaster functions of the Department.

JOB REQUIREMENTS:

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Formal Education/ Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Minimum three years experience in a related field.
Certifications and Other Requirements	Valid Driver's License.
Reading	Work requires the ability to read and comprehend budget reports, technical manuals, policy and procedure, development agreements, and Council actions at a college level.
Math	Work requires the ability to perform general and advanced math. Some work may require complex problem solving using algebra, present/future value concepts, trend analysis, statistical relationships, capital budgeting, financial formulas, and cost benefits analysis.
Writing	Work requires the ability to produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar; write memos, letters, reports, budget documents, performance evaluations, spreadsheets, and Council actions.
Managerial	Semi-Complex- Work requires managing and monitoring performance of a division including evaluating program/work objectives and effectiveness, establishing broad organizational goals and realigning work and staffing assignments for the department.
Budget Responsibility	Significant – Has responsibility for final approval of at least one division budget and presents the budget(s) to Senior Management. Is authorized to approve division budgeted expenditures for both staff and resources up to the amount that requires the approval of Senior Management.
Policy/Decision Making	Significant - The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Projects and daily work are managed with little oversight, however special assignments and significant work products may be reviewed upon completion. Typically positions in this category are supervisor to mid-management level.
Technical Skills	Limited Application - Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs, solutions for highly complex issues, and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
Interpersonal/Human Relations Skills	High- Interactions at this level typically result in recommendations regarding policy development, changes in policy, and implementation of policies. Interactions at this level are typically concerned with providing communications at higher levels of organizational operations and may utilize activities such as evaluating customer satisfaction, developing cooperative associations, and allocating resources to improve work operations, work quality, overall achievement of organizational goals and objectives, and customer satisfaction.

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From $1/3$ to $2/3$ of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)	Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	□ N □ R ⊠ O □ F □ C	 ☑ Making presentations ☑ Observing work site ☑ Observing work duties ☑ Communicating with co-workers 	Pushing/ Pulling	□ N □ R ⊠ O □ F □ C	 ☒ File drawers ☐ Equipment ☒ Tables and chairs ☐ Hoses
Fine Dexterity	□ N □ R □ O □ F ☑ C	 ☑ Computer keyboard ☑ Telephone keypad ☑ Calculator ☐ Calibrating equipment 	Climbing	□ N ⊠ R □ O □ F □ C	⊠ Stairs □ Ladders ⊠ Step stools □ Onto equipment
Walking	□ N □ R □ O ⊠ F □ C	☒ To other departments/offices☒ Around work site	Vision	□ N □ R □ O □ F ⊠ C	☒ Reading☒ Computer screen☒ Driving☒ Observing work site
Lifting	□ N □ R ⊠ O □ F □ C	⊠ Supplies ⊠ Equipment ⊠ Files	Foot Controls	□ N □ R ⋈ O □ F □ C	☑ Driving☐ Operating heavy equipment☐ Operating Dictaphone
Carrying	□ N □ R ⊠ O □ F □ C	⊠ Supplies ⊠ Equipment ⊠ Files	Balancing	□ N ⊠ R □ O □ F □ C	☐ On ladders ☐ On equipment ☑ On step stools
Sitting	□ N □ R □ O □ F ☑ C	☑ Desk work ☑ Meetings ☑ Driving	Bending	□ N □ R ⊠ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground☐ Making repairs
Reaching	□ N □ R ⊠ O □ F □ C	☒ For supplies☒ For files	Crouching	□ N ⋈ R □ O □ F ⋈ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground
Handling	□ N □ R □ O ⊠ F □ C	☑ Paperwork ☐ Monies	Hearing	□ N □ R □ O ⊠ F □ C	⊠ Communicating via telephone/radio, to co-workers/public □ Listening to equipment
Kneeling	□ N ⊠ R □ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground	Twisting	□ N □ R □ O ⋈ F □ C	☒ From computer to telephone☒ Getting inside vehicle
Crawling	□ N ⊠ R □ O □ F □ C	☑ Under equipment☐ Inside attics/pipes/ditches	Talking	□ N □ R □ O ⋈ F □ C	☑ Communicating via telephone/radio, to co-workers/public
Other	-	(Explain)	,	, -	,

	1)								
Physical Demands (continue	e d)								
Machines, Tools, Equipment	t and Work	Aids:							
Telephone, fax machine, calculator, cop	pier, vehicle, staj	pler, hole puncl	her, sciss	sors, bla	ickberry, digi	tal can	nera		
Computer Equipment and S	oftware:								
Personal Computer, printer, scanner, M		Suite, AV/LCD	projecto	or, label	maker, Nava	line. L	otus Notes. La	serficl	ne.
Crystal Reports, BIOKey Fire RMS, Ar									- ,
The state of the s		.,	,						
Environmental Factors:		T	I ~				~	1	
Environmental Condition	ons	Never	Seaso	onally	Several T		Several Ti		Daily
Extreme temperature					rei Moi	IUI	rei wee	K	
(heat, cold, extreme temp. changes fr	om outside		Σ	₹					
work)									
Wetness and/or humidity (bodily discomfort from moisture)		X]					
Respiratory hazards		□ □		,					
(fumes, gases, chemicals, dust and di	rt)	×		J					
Noise and vibration		X]					
(sufficient to cause hearing loss) Physical hazards									
(high voltage, dangerous machinery,	aggressive	X]					
prisoners, patients – <u>not customers</u>)									
Health and Safety Condition	ns:								
Health and Safety Conditions	N = Never	R = Rarel	y (O = Oc	casionally	F = 1	Frequently	C =	Constantly
	Never	Less than	1	1/3 or	more of	Fron	n 1/3 to 2/3	2/3	or more of
	occurs	hour per we	eek	the	time	of	the time	t	he time
Mechanical hazards	X				<u> </u>				
Chemical hazards Electrical hazards									
Fire hazards	\boxtimes								
Explosives	×								
Communicable diseases	X								
Physical danger or abuse	X								
Other (specify)									
Primary Work Location: Office Environment Warehouse Shop Vehicle Recreation Centers/Neighborhoo Outdoors Other (Specify) Protective Equipment Requi									
N/A									

Job Demands

Overall Strength Demands:

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⊠ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.				
□ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.				
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.				
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.				
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.				

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	X			
Emergency Situations				×
Frequent Change of Tasks	×			
Irregular Schedule/Overtime			×	
Performing Multiple Tasks Simultaneously	×			
Working Closely with Others as Part of a Team	×			
Tedious or Exacting Work		×		
Noisy/Distracting Environment		×		
Other (Describe below.)				

EXPECTED BEHAVIOR:

Manager/Supervisor – Expected Behavior

The incumbent is expected to embrace, support, and promote the City's core values, beliefs, and culture, which include but are not limited to the following:

- Be positive. Do not participate in gossip or allow gossip or negative comments
- Make time for your employees.
- Maintain confidentiality
- Ensure work plans are prepared and communicated to employees at the time of hire and subsequent dates.
- Ensure evaluations in your area are turned in on time, and are fair and accurate reflections of the work performed for the entire evaluation period.
- Ensure all new employees are trained and mentored
- Prepare career plans. Ensure tools/resources are available for employees to achieve goals
- Walk the talk be an advocate for the Goodyear culture
- Make communication within your department a top priority
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines.
- Support a learning environment
- Be on time for all meetings
- Be a champion of the cities policies and procedures and the classification and compensation program.
- Create and implement ethical standards for your worksite
- Respond to personnel issues immediately
- Ensure employees are allowed to participate ion teams and have time to do so
- Prepare and update standard operating procedures, and departmental operation plans annually.
- Ensure that your employees have the necessary resources they need to be successful within budgetary constraints.
- Be accountable for monthly/annual budget expenditures and be fiscally responsible
- Monitor department accomplishments related to performance indicators
- When wrong, state so
- Discussing and planning should be followed up with action
- Let common sense prevail
- Motivate your employees provide positive feedback
- Be visionary anticipate issues
- Mentor and build internal capacity in order for the employees to be able to compete
- Support organizational change
- Support the City's values and mission
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors, and vendors.
- Understand and interpret City policies and procedures, and make rational decisions/ recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and practices and adhere to responsibilities concerning safety prevention, reporting, and monitoring. Safety is everyone's responsibility. Make it a critical part of the day to day operations
- Encourage teamwork and participation by all employees

- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
ob Title of Department Director	Signature of Department Director	Date
ents:		

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.